

Types of Dialogue Examples

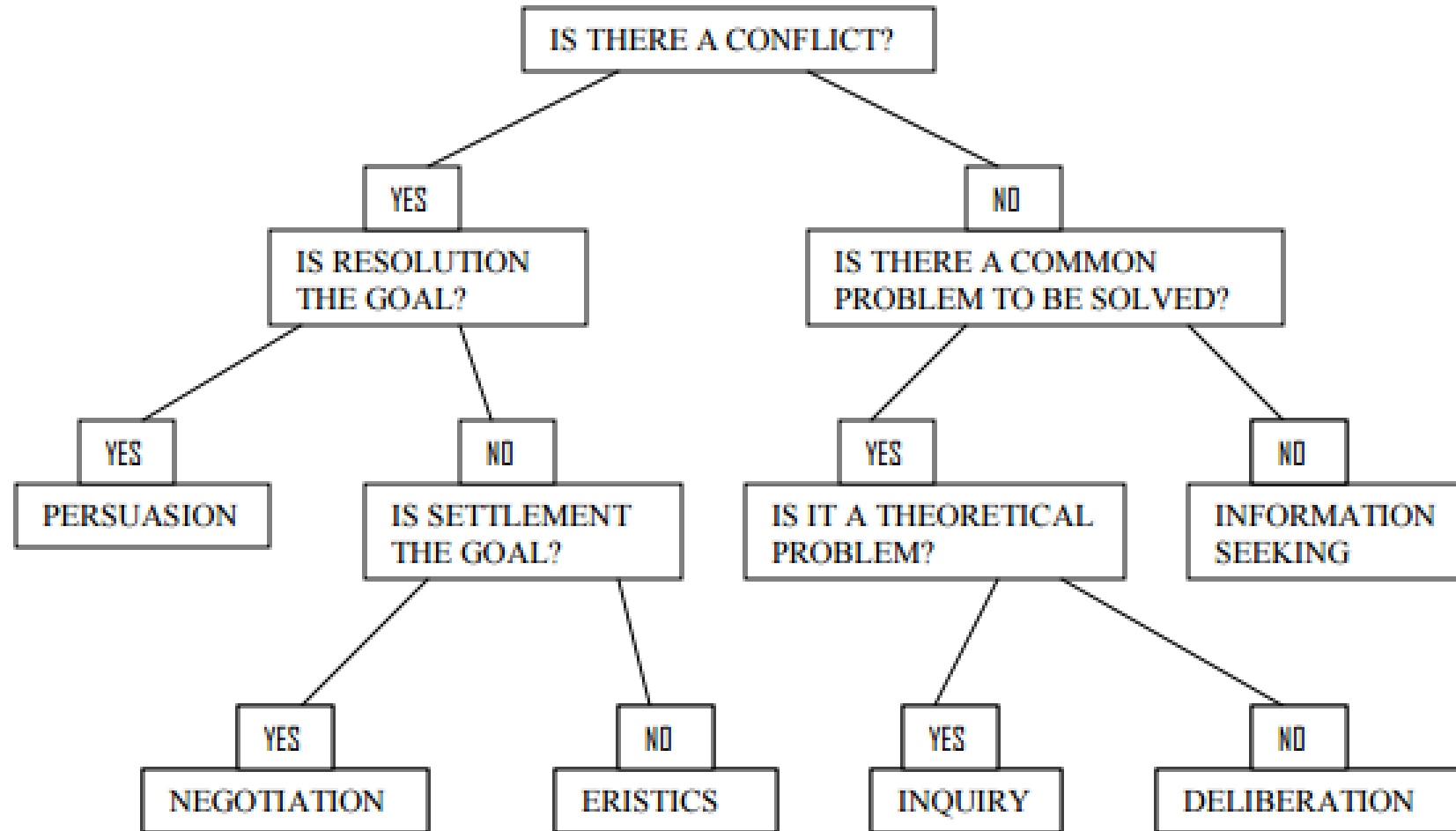
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Seven Types of Dialogue:

TYPE OF DIALOGUE	INITIAL SITUATION	PARTICIPANT'S GOAL	GOAL OF DIALOGUE
Persuasion	Conflict of Opinions	Persuade other Parties	Resolve or Classify Issue
Inquiry	Need to have Proof	Find and Verify Evidence	Prove(Disprove) Hypothesis
Discovery	Need to Find an Explanation of Facts	Find and Defend a Suitable Hypothesis	Choose Best Hypothesis for Testing
Negotiation	Conflict of Interests	Get what you Most Want	Reasonable Settlement both Can Live With
Information-Seeking	Need Information	Acquire Give Information	Exchange Information
Deliberation	Dilemma or Practical Choice	Co-ordinate Goals and Actions	Decide Best Available Course for Action
Eristic	Personal Conflict	Verbally Hit out at Opponent	Reveal Deeper Basis of Conflict

Key for Determining Type of Dialogue in a Case



Persuasion Dialogue Example:

- Adversarial, each party wants to win
- Critical discussion: resolves a conflict of opinions by rational argumentation
 - Paul: My car is safe. (making a claim)
 - Olga: Why is your car safe? (asking grounds for a claim)
 - Paul: Since it has an airbag, (offering grounds for a claim)
 - Olga: That is true, (conceding a claim) but this does not make your car safe. (stating a counterclaim)
 - Paul: Why does that not make my care safe? (asking grounds for a claim)
 - Olga: Since the newspapers recently reported on airbags expanding without cause. (stating a counterargument by providing grounds for the counterclaim)
 - Paul: Yes, that is what the newspapers say (conceding a claim) but that does not prove anything, since newspaper reports are very unreliable sources of technological information. (undercutting a counterargument)
 - Olga: Still your car is still not safe, since its maximum speed is very high. (alternative counterargument)
 - Paul: OK, I was wrong that my car is safe.

Inquiry Dialogue:

- Goal: To prove that a statement designated at the opening stage is true or false
- Cooperative
- Cumulativity
 - Once a statement accepted as true at any point, statement must remain true
 - not always
- Negative aim : avoid retraction of proposition

Inquiry Dialogue Example:

- a1: The boy is innocent.
- a2: The boy is innocent if he is not proven guilty.
- a1: We assume the boy is not proven guilty.
- a2: The boy cannot be proven not guilty if he is guilty.
- a1: The boy is guilty if witness 1 is believable.
- a2: We assume the witness 1 is believable.
- a1: Witness 1 is not believable if it cannot be believed.
- a1: Witness 1 cannot be believed if it is contradicted by witness 2.
- a1: Witness 1 is indeed contradicted by witness 2.
- a2: The boy is guilty if witness 2 is believable.
- a1: We assume the witness 2 is believable.
- a2: Witness 2 is not believable if it cannot be believed.
- a1: Witness 2 cannot be believed as it has a poor eyesight.
- a2: Witness 2 indeed has a poor eyesight.
- a1: OK.
- a2: OK

Discovery Dialogue:

- Discover something not previously known
- The proposition that is to be proved true, determined during the course of dialogue itself.
- Participants began by discussing the purpose of the dialogue
- Tools
 - Criteria: used to compare one data item to another(e.g. cost, benefits etc.)
 - Test: procedure to ascertain the truth or falsity of some propositions

Discovery Dialogue Example:

- Two agents, Jenny and Amy, are planning a film night. They would like to jointly decide on a movie.
 - Jenny: prefers fun movie, action movies, finishes by 10 o'clock.
 - Amy: knows that Terminator is screening and is an action movie, finishes by 10 o'clock, no preference in selecting a movie.
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- Jenny: Let's find a movie to watch.
- Amy: Sure, I know Terminator is an action movie.
- Jenny: That's interesting. I think action movies are pretty fun.
- Amy: We can watch Terminator, as long as it has the right screening time.
- Jenny: Agreed. I think Terminator starts at the right time.
- Amy: Are you sure it won't be too late?
- Jenny: It won't be too late if it finishes by 10 o'clock.
- Amy: I see. Indeed Terminator finishes by 10 o'clock.
- Jenny: OK.
- Amy: OK.

Deliberation Dialogue:

- Do not have a central aim of proving that a particular proposition is true or false
- There is no burden of proof
- Explain something that questioner claims to fail to understand
- Important in science and philosophy
- Has a tendency to be carried over into other types of dialogue
- The goal is the best course of action to do
- Taking all interests into account
- Optional proposal for group may not be optimal for individuals

Deliberation Dialogue Example:

- How to hang a picture?
 - Conclusion: need a hammer, and a nail
 - best way to hang the picture is on a nail
 - best way to put a nail in the wall is by means of a hammer
- Where shall we go for dinner tonight?

Negotiation Dialogue Example:

- negotiate on who will get the hammer and who will go in search of a nail
- negotiate a price for installing a new basement in the house

Information-seeking Dialogue Example:

- Need to phone a handyman, seeking the phone number

Eristic Dialogue Example:

- The goal of each participant is to verbally "hit out" at the other, and if possible, defeat and humiliate the other party
- In a scientific inquiry, criticizing a scientific argument by attacking the scientist personally for his alleged bad moral character

Questions?

Thanks for your attention.